



ILLINOIS

George H. Ryan, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Michael S. Schwartz, Director

## MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager *F. C.*  
Bureau of Communications and Computer Services

DATE: June 11, 2001

SUBJECT: Voice Order Training in Chicago and Springfield

The Division of Telecommunications will be conducting voice order training sessions in Chicago and Springfield on the following dates and times:

**Friday, July 6, 2001 Basic Training**  
9:00 a.m. to 11:00 p.m.  
Capital City Center  
130 W. Mason  
Springfield, IL

**Monday, July 16, 2001 Advanced Training**  
9:00 a.m. to 11:00 a.m.  
Capital City Center  
130 W. Mason  
Springfield, IL

**Tuesday, July 10, 2001 Basic Training**  
1:00 p.m. to 3:00 p.m.  
2<sup>nd</sup> Floor Training Center  
James R. Thompson Center  
100 West Randolph Street, Chicago

**Wednesday, July 11 2001 Advanced Training**  
9:00 a.m. to 11:00 a.m.  
2<sup>nd</sup> Floor Training Center  
James R. Thompson Center  
100 West Randolph Street, Chicago

The training sessions will provide information on how a telecommunications service request (TSR) should be completed and will give tips and instructions on how to check the status of your voice orders and bills in the Management of Network Inventory and Equipment System (MONIES). Additionally, the session will review the following content:

- Voice order processing structure and contacts
- Detail listing of equipment types and catalog codes
- MONIES inventory module
- MONIES billing module
- AU module
- Orders module
- Telephone units

Please note that all registrants must have their own RACF ID and MONIES ID and should have previously accessed MONIES from their office. If you need to establish a RACF ID, contact your agency data processing coordinator. If you need to establish/validate a MONIES password or need assistance with connectivity, please contact Dana Funk, MONIES coordinator, at (217) 785-1930.

To register for either basic or advanced training, please contact Joel Vinson at (217) 524-1050 or by e-mail at [joel\\_vinson@cms.state.il.us](mailto:joel_vinson@cms.state.il.us).

<http://www.state.il.us/cms/telecom>